



DOD WITS 2001 Transition Forum

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# SERVICE@ONCE ACCESS



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# SERVICE@ONCE ACCESS

- **CURRENT SMDS CONNECTION**
  - VERIZON EXTRANET TO DTS-W
- **FUTURE SMDS CONNECTION**
  - DTS-W TO VERIZON EXTRANET
  - SECURE ACCESS
  - URL [WWW.WITS2001.COM](http://WWW.WITS2001.COM)
    - SERVICE@ONCE



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# SERVICE@ONCE ACCESS

- FUTURE SMDS CONNECTION (con't)
  - DESKTOP REQUIREMENTS
    - Netscape 4.5 Internet Explorer 5.0
  - CITRIX ICA CLIENT
  - NETWORK REQUIREMENTS
  - PORTS 80 AND 1494
    - IP addresses
      - 198.23.1.200
      - 198.23.1.101-198.23.1.103
  - SUPPORT ISSUES



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# NEW BAC/LG MAPPING

- TEMPO BACs/LGs WILL HAVE THE NUMBER 1 ADDED TO THE FRONT BY VERIZON.
- GSA WILL CONVERT THE FIVE DIGITS TO AN ALPHANUMERIC REPRESENTATION IN TOPS



# EXAMPLES

## BACs

**DTSW**

**0791**

**1416**

**VERIZON**

**10791**

**11416**

**GSA/TOPS**

**A791**

**B416**

Where A=10  
B=11

...  
J=19

## LGs

**0598**

**1234**

**10598**

**11234**

**A598**

**B234**



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# TRANSITION ISSUES

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# TRANSITION ISSUES

- MESSAGE BUSINESS LINES - MBs
  - RETAIN NUMBER VIA VERIZON COMMERCIAL
  - CHANGE NUMBER VIA WITS 2001
- FOREIGN EXCHANGE - FX



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# CONTRACT ADMINISTRATION FOR DOD

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## AGENDA

- **Defense Supply Service -Washington (DSS-W)**
- **Administrative Contracting Officer Responsibilities**
- **Designated Agency Representative (DAR) Responsibilities**
- **DAR / TSCO Comparison**
- **TSCO & DAR Functions Modeled - TEMPO vs WITS2001**
- **Points of Contact**



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# **Contract Administration for DoD**

- **Defense Supply Service -Washington (DSS-W)**
  - **Who we are.**
  - **What we do.**
  - **How are we involved in WITS2001:**
    - **Administrative Contracting Officer (ACO)**

**What does that mean**

**DSS-W is responsible for contract administration of the WITS2001 Contract for DoD agencies in the NCR pursuant to the Army Federal Acquisition Regulation (AFAR).**



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# **Contract Administration for DoD**



## **Administrative Contracting Officer (ACO) Responsibilities:**

- **Appoint Designated Agency Representatives\* (DAR) in writing and inform them of their responsibilities.**
- **Provide Training, as required.**
- **Monitor DAR performance and compliance through assistance visits.**
- **Provide customer assistance for all DAR related issues.**

**\* Also referred to as Ordering Officer**



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# **Contract Administration for DoD**



## **Designated Agency Representative (DAR) Responsibilities\*:**

- **Ensure funds are available and obligated.**
- **Track funds and ensure your agency stays within its self-imposed spending limit.**
- **Subject to spending limit, approve service orders.**
- **Ensure compliance with DoD Standards of Conduct Directives, i.e., Joint Ethics Directive 5500.7-R.**

**\* DAR Responsibilities cannot be delegated**



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# Contract Administration for DoD

## DAR Vs TSCO

- The DAR and the TSCO can be same individual, but not recommended.
- Agency's discretion who and how many DARs are nominated for appointment.

### DAR

- Obligates funding
- Tracks funding expenditures
- Approves Orders

### TSCO

- Places order in Service@Once

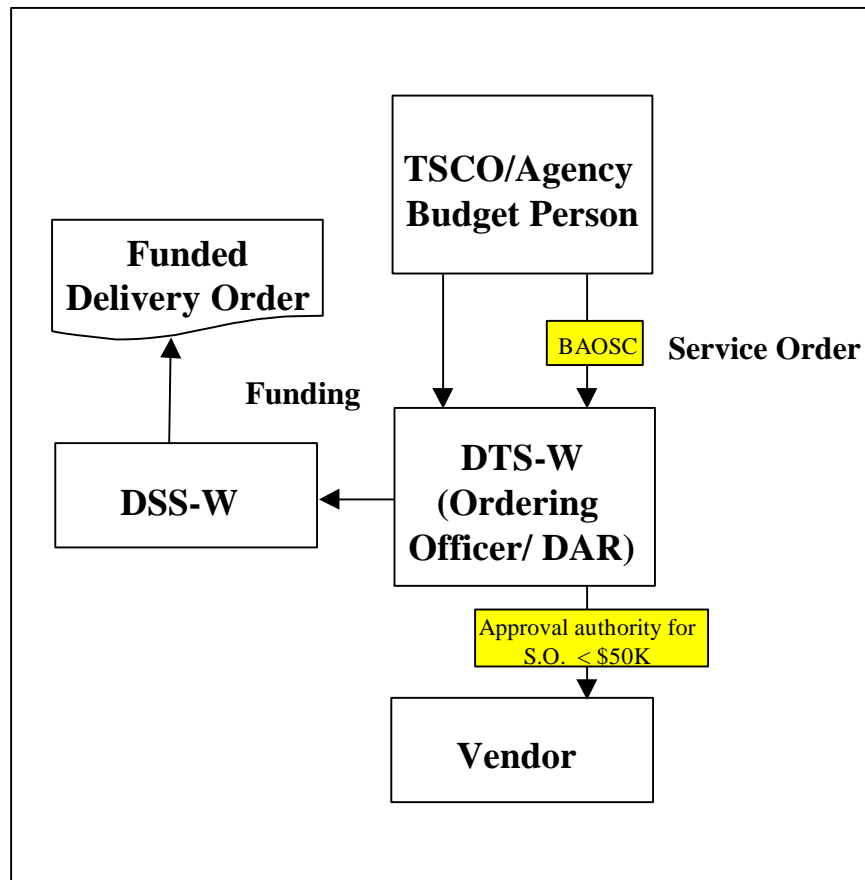


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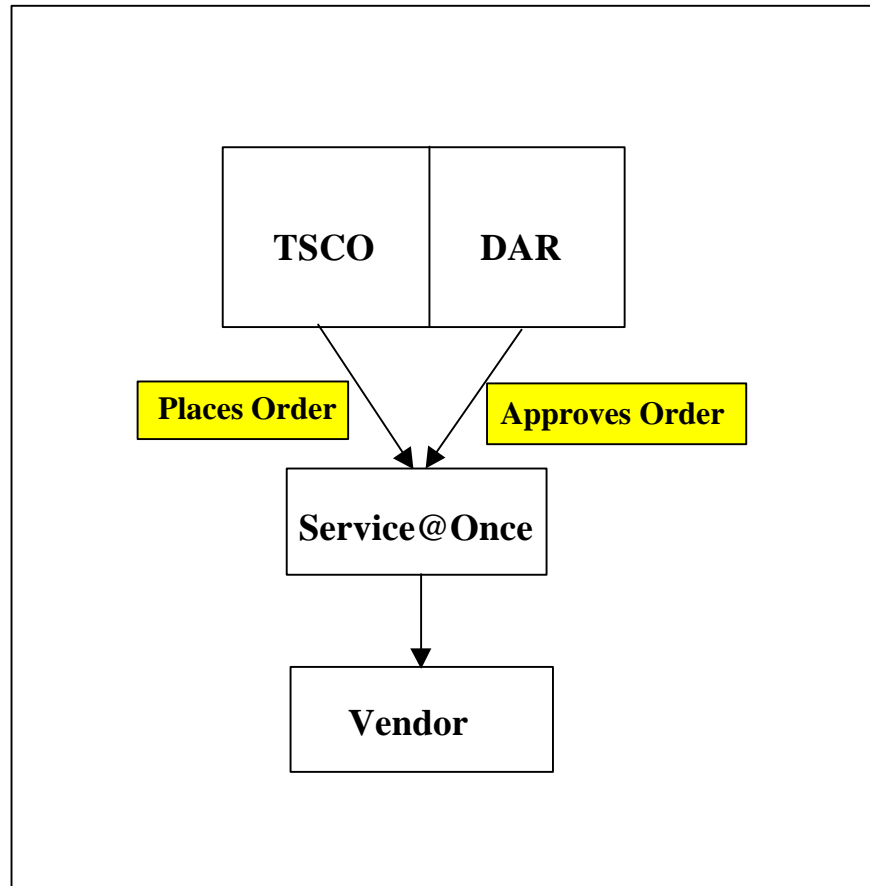
# Contract Administration for DoD



## TEMPO



## WITS2001





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# **Contract Administration for DoD**

## **Points of Contact**

- **Defense Supply Service - Washington (DSS-W)**
  - <http://dssw.army.pentagon.mil/dssw/>
- **DSS-W Telecommunications and Defense Contracts Division Chief**
  - LTC Jack Cunnane
  - Telephone 703-602-3699
  - E-mail [Jack.Cunnane@hqda.army.mil](mailto:Jack.Cunnane@hqda.army.mil)
- **WITS2001 Administering Contracting Officer (ACO)**
  - Ms. Sandy Spiess
  - Telephone 703-602-3684
  - E-mail [Sandra.Spiess@hqda.army.mil](mailto:Sandra.Spiess@hqda.army.mil)



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# DISCONNECT UNNEEDED LINES

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# Disconnect Unneeded Lines



- Situation
- Process
- Risks
- Mitigation Strategy
- Why?



## Situation

- Non-usage report indicates thousands of lines do not register outgoing calls
- No disconnect charges under TEMPO
- Pentagon renovation - why move unneeded lines?
- WITS transition - why move unneeded lines?
- Some lines are active
- Only the TSCO knows for sure



# Process

- DTS-W provide TSCO with latest non-usage report
- TSCO marks the list
  - Disconnect
  - Suspend and Restore
- TSCO provides a JON, POC and number



## Process (con't)

- TSCO sends entire package to:
  - John.Ball@dtsw.army.mil
  - Fax (703) 588-2467
  - DTS-W will forward to Verizon



## Process (con't)

- Verizon will
  - Terminate numbers marked disconnect
  - Suspend indicated numbers for three weeks
  - TEMPO SMC repair number will restore same day if customer calls (703-693-2202)
  - TSCO can contact Verizon service representative for same business day restoral



# Risks

- Be deliberate for you may disconnect:
  - A phone of a person on TDY
  - A VIP's phone
  - Operation center numbers
  - Modem pool numbers
  - Courtesy Phones
  - Access phones
  - Fax phones
  - etc....



# Mitigation Strategy

- TSCO
  - Consult your records
  - Inquire with customers
  - Keep a record
  - Communicate with your chain of command
- DTS-W
  - January's Non-usage Report
  - Available for consultation
  - Suspend and restore!



# Why do this?

- Save Money
  - \$15.41 per line per month
    - One year's service costs you:
      - One unneeded line = \$184.92
      - Ten unneeded lines = \$1,849.20
      - One Hundred unneeded lines = \$18,492.0.





## Why do this?

- Save Money (con't)
  - Disconnect orders placed before 16 February 2001...no process risk, no cost per line.
  - Disconnect orders placed before 9 March 2001...higher process risk, no cost per line.
  - Disconnect orders placed after 1 April ...no process risk, \$52 - \$55 per line disconnect charge.
- It's the right thing to do.



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# DTS-W CUSTOMER SUPPORT



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# WITS 2001 COMMUNICATIONS



- TSCO CONFERENCES
- TSCO NEWSLETTERS
- BROADCAST TSCO VOICE MAIL
- BROADCAST TSCO E-MAIL
- SURVEYS
- WEB SITES
- MOST IMPORTANTLY - YOUR ACCOUNT MANAGER



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# WITS 2001 DECISIONS

- DISCONNECTING UNNEEDED SERVICES
- SUB-GROUPING OPTIONS
- DAR/TSCO



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# DTS-W ROLES AND RESPONSIBILITIES

- CUSTOMER ASSISTANCE WITH ALL WITS 2001 TRANSITION ISSUES
- CLOSEOUT OF ALL TEMPO CONTRACT ISSUES
- CONTINUED PROVISIONING OF NON-WITS 2001 SERVICES



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# AGENCY ROLES AND RESPONSIBILITIES

- WITS APPLICATION
- SUBMISSION OF FUNDING DOCUMENTS
- APPOINTMENTS OF DAR/TSCO
- TRAINING COMPLETION AND CERTIFICATION
- DISCONNECTING UNNEEDED SERVICES
- DECISIONS ON SUB-GROUPING



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# ROLES AND RESPONSIBILITIES OF OTHER PLAYERS

- GSA
- DFAS
- DSS-W
- VERIZON



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# TRAINING

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# TRAINING

- SERVICE@ONCE

- 3 DAY COURSE

- TRAINING SITE

VERIZON

1700 H. STREET, N.W.

WASHINGTON , D.C.



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# TRAINING

- EXECUTIVE OVERVIEW
- OTHER PROFESSIONAL TRAINING COURSES
- CLIENT'S GUIDE
  - [WWW.WITS2001.COM](http://WWW.WITS2001.COM)

# WITS2001



The Verizon and GSA team  
*...still the right choice*



## Client's Guide

[Products, Services & Pricing](#) [Announcements](#) [Trouble Reporting](#) [Service@once](#) [View Your Invoice](#)

[Client's Guide](#) [Meeting Calendar](#) [Contract Overview](#) [GSA/FTS](#) [Verizon Federal](#)

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# BUSINESS OPERATIONS

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# BUSINESS OPERATIONS



- FUNDING
- ORDERING
- BILLING



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# FUNDING

- FORM 20 - WITS & NON-WITS
- WITS FUNDING PROCESS

GSA MANAGEMENT SUPPORT CENTER

7TH & D STREET SW

ROOM 6038 CODE WTTF (DIANE HOLDER)

WASHINGTON DC 20407-0001



# ORDERING

- **ORDER FREEZE PERIOD**
  - MARCH 11TH TO MARCH 31ST
- **ORDERING PROCESS**
  - SERVICE@ONCE BURN-IN PERIOD APR 1ST TO APR 30TH
  - NO SERVICE ORDER CHARGE DURING THIS PERIOD
  - ORDER VIA CUSTOMER SERVICE CENTER
  - (1-800-381-3444)
  - SERVICE@ONCE AVAILABLE MAY 1ST





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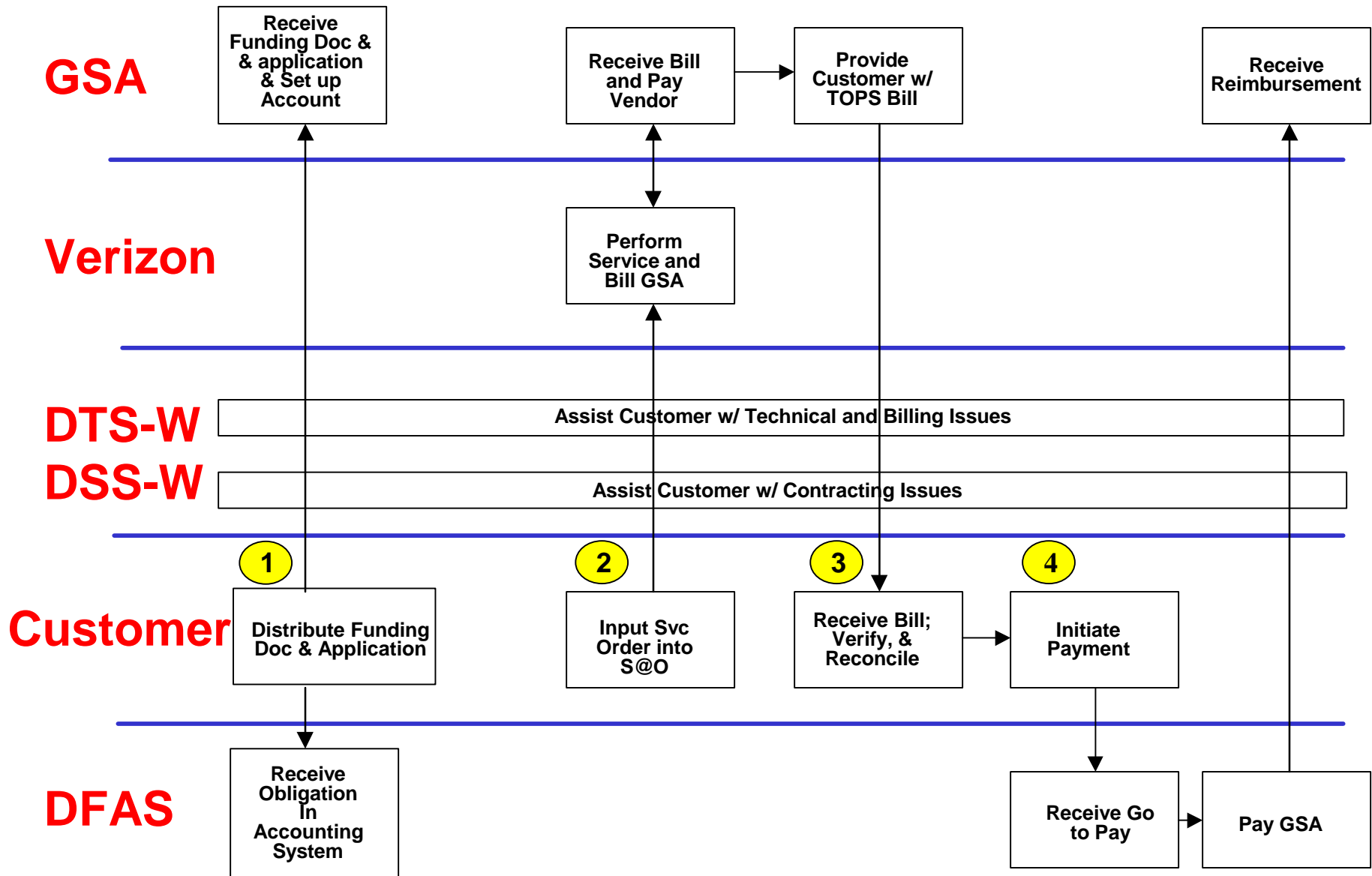


# BILLING

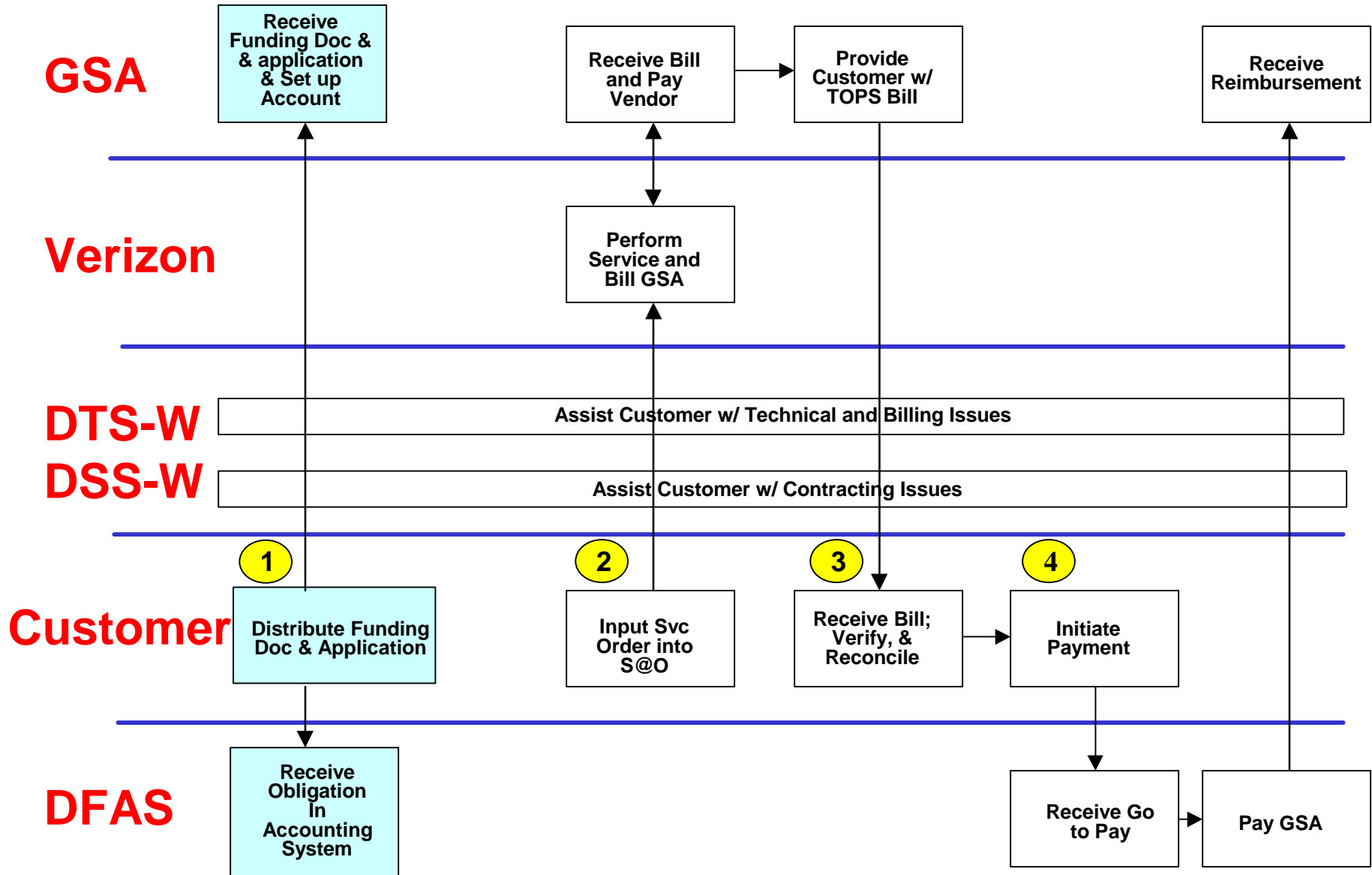
- CENTRALIZED
- VERIFICATION & DISPUTES
- PAYMENT
- BILLING PROCESS



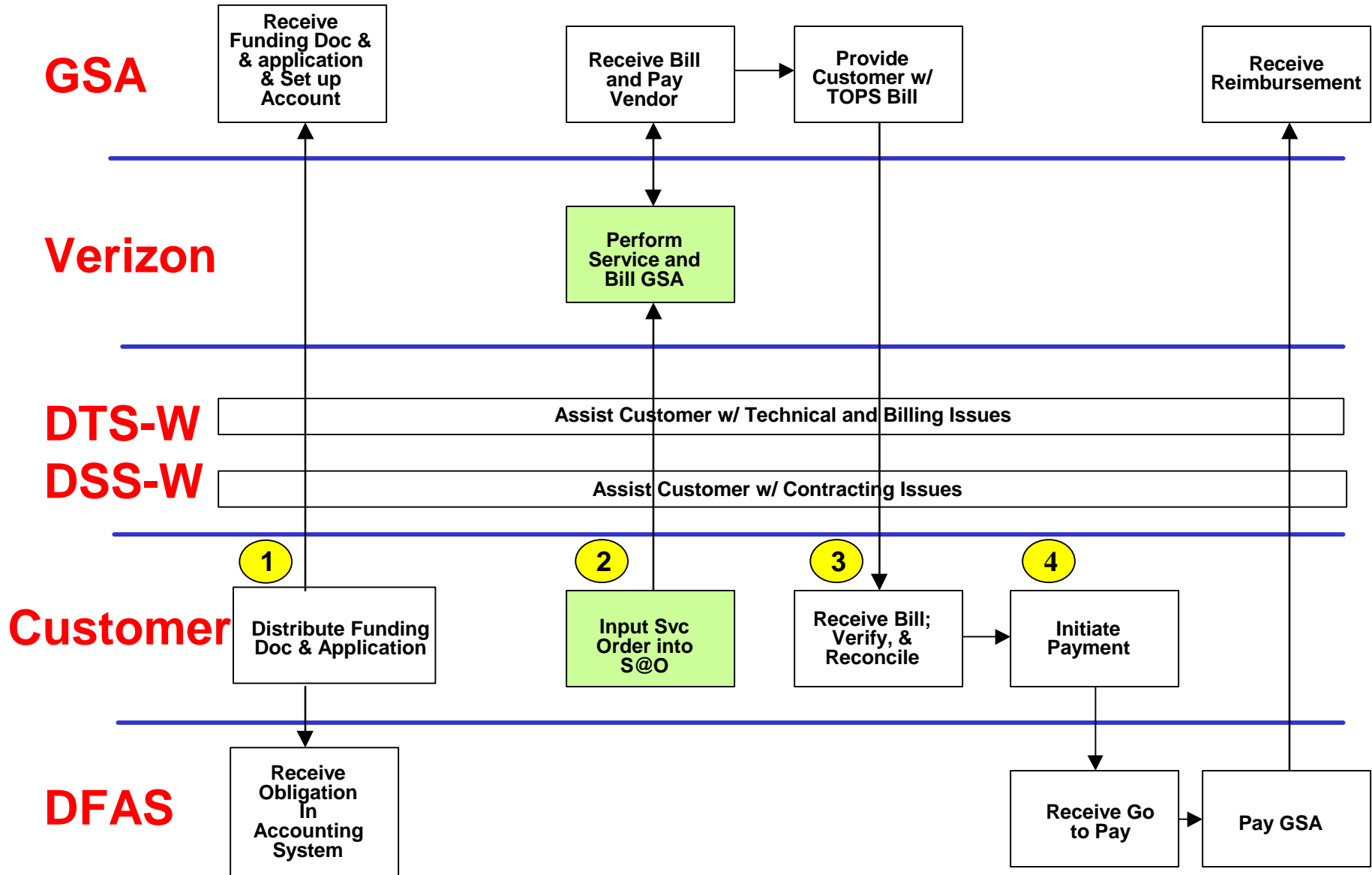
# Centralized Funding Process



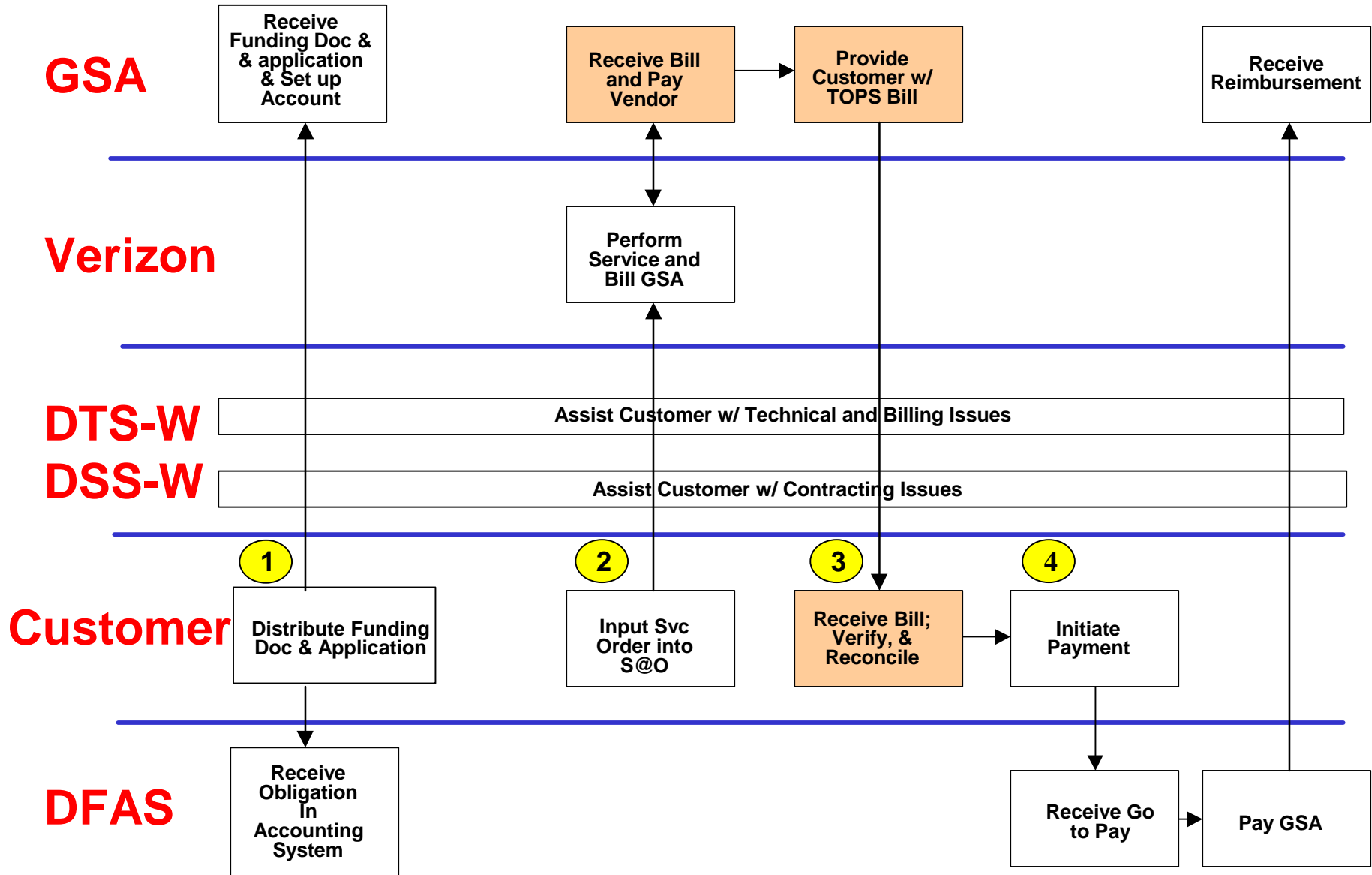
# Centralized Funding Process



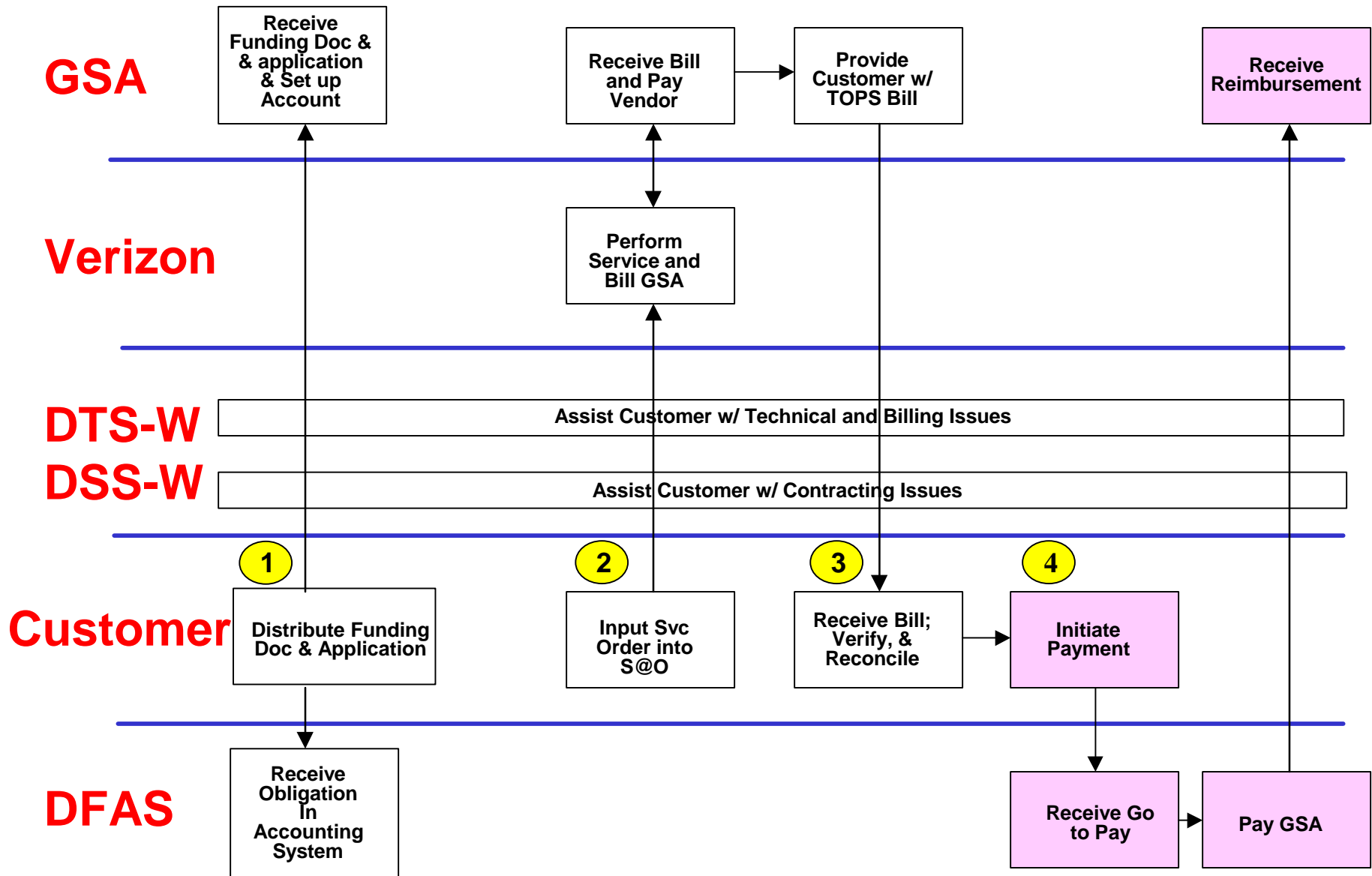
# Centralized Funding Process



# Centralized Funding Process



# Centralized Funding Process



# Centralized Funding Process

